



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

WORD PROCESSING TECHNICIAN

\$2,029 - \$ 2,648

CRIMINAL INVESTIGATIONS - FRAUD DIVISION

COMMERCE REGIONAL OFFICE

RESPONSIBILITIES: Under the supervision of a Supervising Fraud Investigator II or Designee, the Word Processing Technician performs a variety of duties which include typing information from dictation and electronic and handwritten drafts to prepare the following documents in word processing software: detailed criminal investigative reports, subpoenas, search warrants, and general correspondence; creating inquiries and formats reports using spreadsheet and database applications to organize and refine information for management tracking and reporting; proofreading all submitted raw data and information already keyed into various databases/spreadsheets on screen and makes required corrections in spelling, grammar and punctuation on screen; processing all incoming and outgoing mail; processing high volumes of opened and closed files; answering and assisting with telephone and counter inquiries; providing information regarding the reporting procedures and forms used by the Fraud Division; photocopying of sensitive and confidential files; maintenance of a variety of manuals and other support duties as required.

DESIRED QUALIFICATIONS:

- Excellent public relations skills and telephone techniques;
- Excellent typing, transcription and computer skills including working knowledge of Microsoft Word, Excel, and Access software or proven ability to learn quickly;
- Excellent proofreading skills including a good command of spelling, grammar, and punctuation;
- Ability to be flexible in handling various situations and the ability to apply good judgement as to which learned work methods to apply for the desired result;
- Willingness to exercise a high degree of initiative and independence in performing assigned tasks;
- Ability to participate and contribute as a team member

WHO MAY APPLY: Applications will be accepted from current State employees at the Word Processing Technician level, those within transfer range, or individuals who have list eligibility. Training and Development Assignments may be considered.

All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, Training and Development, or list eligibility) on the state application.***

APPLICATION PROCEDURE: Send a completed standard State of California application to Christen Ko, Department of Insurance – Human Resources Management Bureau, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. ***Please indicate “Commerce - WPT #386-1181-002” on the State application.*** For additional information, please call (916) 492-3271.

FINAL FILING DATE: MAY 21, 2001 OR UNTIL FILLED

NOTE: Interested individuals, including list eligibles, must submit applications in order to be considered for this position.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

TC 5/10/2001